DEPARTMENT OF THE NAVY
COMMANDER NAVAL SURFACE FORCE
UNITED STATES ATLANTIC FLEET
1430 MITSCHER AVENUE
NORFOLK, VIRGINIA 23551-2494

10 June 2002

MEMORANDUM FOR N43E, N431, N432, N434

Subj: SCHEDULED DEPOT AVAILABILITY CO SATISFACTION SURVEY PROCESS

1. COMNAVSURFLANT is dedicated to pursuing a coherent approach toward ensuring a high degree of customer satisfaction regarding maintenance and modernization performed on our ships. Our availability CO Satisfaction Survey, designed in conjunction with representatives from Norfolk Naval Shipyard and both Naval Supervisory Activity (NSA) Jacksonville and Portsmouth, provides a standard format to be used by COMNAVSURFLANT ship COs to provide feedback on their level of satisfaction regarding performance of COMNAVSURFLANT, the NSA, and either the executing public Naval shipyard or prime contractor, as applicable, during scheduled depot availabilities.

2. Using one of two available submission formats, our CO Satisfaction Survey will be submitted at 25%, 50%, 75% and 100% progress points for all depot maintenance availabilities, including those restricted availabilities and overseas ISRAs that entail 30 days or longer of continuous contract execution.

a. Cards hand-delivered to COs by COMNAVSURFLANT Maintenance Managers at the onset of their ship's scheduled depot availability may be completed and returned to the Maintenance Manager during the review meetings convened at prescribed availability progress points. Survey results submitted in hard-copy by the CO will, in turn, be recorded electronically by the ship's COMNAVSURFLANT Maintenance Manager using http://www.spear.navy.mil/cosurvey during prescribed avail progress points, thereby making feedback available for headquarters' review.

b. Alternatively, during the availability period when TA1 line infrastructure is in place for the ship, surveys may be completed and submitted online using http://www.spear.navy.mil/cosurvey at prescribed availability progress points. Additionally, this online format is available for use at the CO's discretion during their ship's availability for submission of feedback beyond the minimum requirement outlined here. COs will advise their ship's COMNAVSURFLANT Maintenance Manager when their online feedback needs to be collected beyond minimum requirements in order to ensure that the Maintenance Manager is cognizant of their unscheduled submission.

Timely CO submission of completed surveys will ensure that CO feedback is accessible to COMNAVSURFLANT Maintenance Managers in sufficient time to allow either their implementation or coordination, as appropriate, of resolutions for identified availability performance deficiencies. Ship's Type Desk Officers (TDOs) will ensure that survey results are obtained and recorded in a timely manner during current progress periods. TDOs will act as Maintenance Management's liaison with COMNAVSURFLANT's Graphics Department to

provide a set of four hard-copy CO Satisfaction Survey cards to Maintenance Managers at the onset of every scheduled depot availability. Alternatively, TDOs may either photocopy or laser print the CO Satisfaction Survey card's format onto any suitable white cardstock that they obtain from COMNAVSURFLANT Supply stores for provision to the Maintenance Managers.

3. For ships currently undergoing their scheduled depot maintenance availability, our CO Satisfaction Survey process replaces the 25 question COMNAVSURFLANT Depot Availability Report Card requirement formerly submitted via record message traffic upon availability completion. The increased frequency of administration of our CO Satisfaction Survey is designed to support an increased standard of performance and measure that performance for all depot maintenance availabilities.

4. Identified as a tool integral to progressing toward this enhanced performance goal, CO survey submittals are available by request to SUPSHIP(s) as well as public Naval shipyards. When requested by the SUPSHIP(s), CO survey submittals provide customer feedback regarding NSA project team management effectiveness and contribute to NSA feedback regarding prime contractor performance adequacy, enhancing the NSA's formulation of a comprehensive picture of contractor performance. Similarly, when requested by public Naval shipyards, CO survey submittals provide customer feedback for use in internal evaluation of shipyard performance.

5. Our CO Satisfaction Survey lists 12 broadly-defined areas of customer satisfaction which impact successful completion of work on our ships. Included are quality of work, schedule adherence, responsiveness, communication, quality of life (shipboard), quality of life (shore), cleanliness, coordination, productivity, safety, cost management and planning. These areas provide for the CO's performance evaluation of CNSL, the executing NSA, and either the executing public Naval shipyard or the prime contractor (as applicable). Performance evaluation is completed by assignment of a number from 1 to 6 that corresponds to the following customer satisfaction rating schedule:

1. NOT AT ALL
2. TO A SMALL EXTENT
3. TO A MODERATE EXTENT
4. TO A GREAT EXTENT
5. TO A VERY GREAT EXTENT
6. DON'T KNOW

Additionally, survey respondents are asked to indicate the degree to which they personally feel that each of the 12 targeted areas of customer satisfaction are important to ensuring successful completion of their ship's scheduled depot maintenance availabilities. Importance evaluation is completed by assignment of a number from 1 to 6 which corresponds to the following importance degree rating schedule:

1. NOT AT ALL
2. TO A SMALL EXTENT
3. TO A MODERATE EXTENT
4. TO A GREAT EXTENT
5. TO A VERY GREAT EXTENT
6. DON'T KNOW

Lastly, hard-copy survey respondents are encouraged to use the reverse of their completed survey card to note their specific comments addressing any aspect of their ship's scheduled depot maintenance availability, and a text box is provided for those online survey respondents who elect to use it for recording specific comments addressing any aspect of their ship's scheduled depot maintenance availability.

6. COMNAVSURFLANT Maintenance Managers will review surveys submitted during the current progress period and follow-up personally with survey respondents reporting either moderate, small or non-existent degrees of satisfaction (satisfaction rating between 3 and 1) in any of the twelve targeted availability satisfaction areas when that survey respondent additionally identifies those areas of evaluation to be even the least bit important (importance rating between 2 and 5). This timely follow-up provides the CO a channel to voice their concerns and elaborate in detail about any perceived deficiencies without burdening them with additional written elaboration on the subject. Survey results submitted online will be solicited by COMNAV-SURFLANT Maintenance Managers for their review during the current progress period via their electronic mail request sent to SPEAR Website Developer Mr. Jim Andrews using jandrews@force.cnsl.spear.navy.mil as his electronic mail address, with a copy to the ship's TDO. Additionally, when apprised of unscheduled online CO Satisfaction Survey submissions, COMNAVSURFLANT Maintenance Managers will similarly solicit results for their timely review and they will personally follow-up with the CO on important areas of dissatisfaction as outlined above for scheduled survey submissions.

7. After personally following-up with the CO on important areas of dissatisfaction, COMNAV-SURFLANT Maintenance Managers will electronically mail a brief synopsis of the reviewed deficiency as well as its recommended or implemented solution to N43E, the ship's TDO, the NSA Project Team Leader (or relevant ISIC POC in the case of forward-deployed ships), and the public Naval shipyard Project Manager (if any), with a copy to the ship's CO. This electronic mail message need not contain more than a few brief sentences, and as such it is intended to bring perceived deficiencies as well as solutions, whether implemented or merely recommended, to the attention of those individuals who are positioned to initiate positive change in policy and procedure impacting our customer, Ship's Force.

8. Recognizing that the potential exists for positive procedural change is only the initial step in process improvement, and follow-through on recommended deficiency resolutions will be coordinated in one of two ways.

a. The Maintenance Manager will coordinate the implementation of their recommendation for deficiency resolution if such implementation is within the scope of their influence, while keeping the ship's CO and TDO and N43E informed of their progress toward resolution.

b. The ship's TDO will coordinate the implementation of the Maintenance Manager's recommendations for deficiency resolution if such implementation is beyond the scope of the Maintenance Manager's control and when those recommendations hold potential to positively impact availability execution for ships in addition to the one reporting the deficiency. Such resolutions will be worked by the ship's TDO through N431 and N43E in order to ensure that targeted improvements will benefit the widest possible customer audience. N431 and N43E will ensure that process and procedure improvement information is disseminated in a timely manner to all internal and external customers impacted by such improved processes and procedures.

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9. Due to the business-sensitive nature of feedback solicited with our CO Satisfaction Survey, submissions will be treated as potential source selection information (see FAR 3.104) and will be released for review only to entities itemized herein. All submissions will be protected from contractor review.

T. J. MURPHY

Copy to:
N43D
COMNAVSURFPAC N43